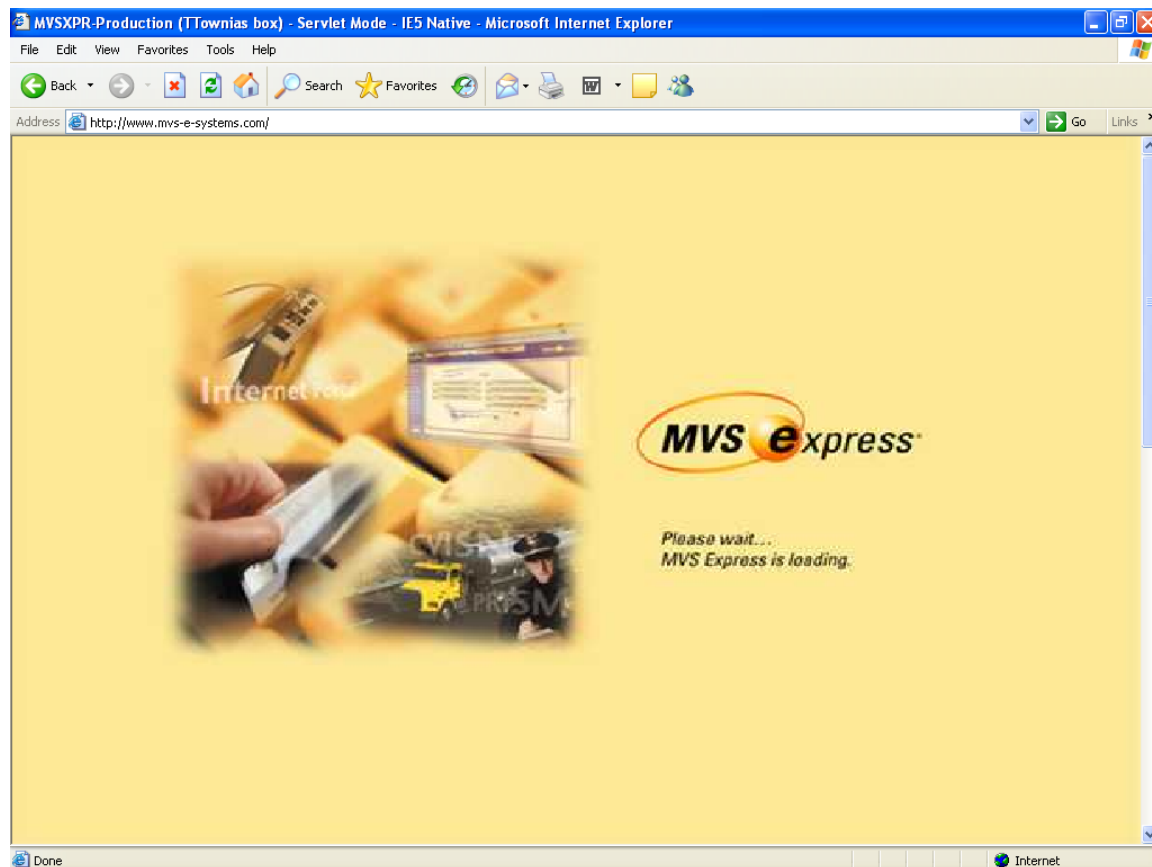# Known Issues and Solutions – Frequently Asked Questions

Assuming you have met or exceeded all of the recommendations in the Recommended Computing Requirements section, here are some other things to review in preparation for actually using MVS Express on the Internet.

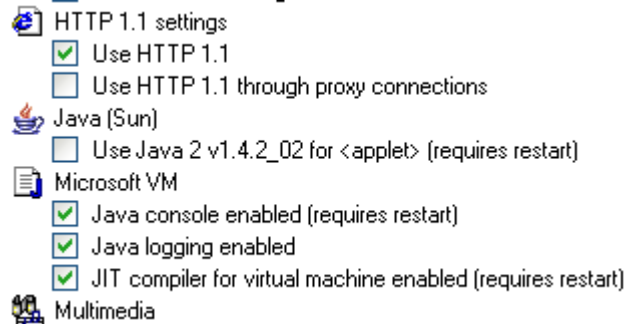## The MVS Express screen displays, but never takes me to the log-on screen.

1. Microsoft Virtual Machine is also utilized by this application. To validate whether or not you have this tool, again, open your Browser, click on "Tools", "Internet Options" and then click on the "Advanced" tab, scrolling down between HTTP and Multimedia to determine what is displayed. If Microsoft VM is displayed, you do have this tool installed on your machine. You can skip down to item # 3. If it is NOT installed, read step 2.
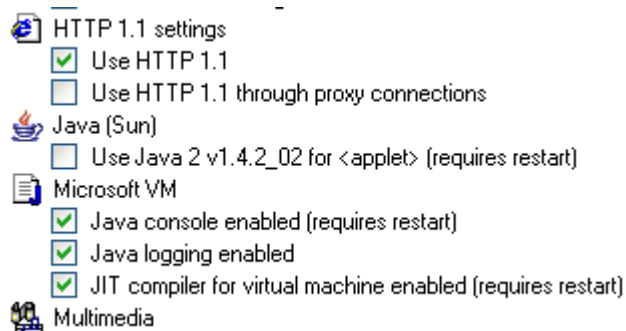
2. If you do not have Microsoft Virtual Machine installed, you will need to contact MDT at the Contact Number provided in the contacts section. Indicate that you are trying to obtain the copy of Microsoft Virtual Machine and whoever answers the phone will connect you with the appropriate person who can help you with this effort.
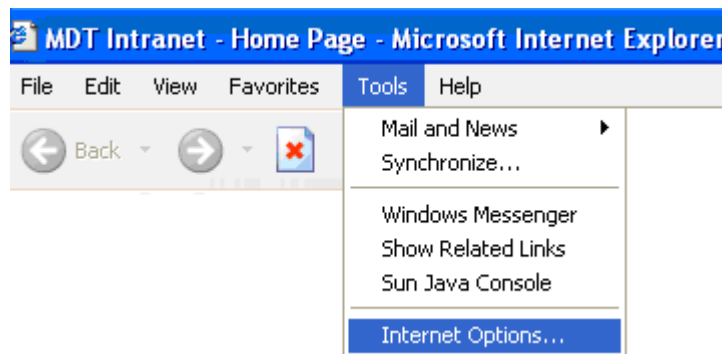
3. To ensure that the Microsoft Virtual Machine is the one utilized when you are accessing MVS Express via the Internet, you will need to check your Internet options once the software is installed. Again, open your Browser, click on "Tools", "Internet Options" and then click on the "Advanced" tab, scrolling down between HTTP and Multimedia to view what is displayed.

> HTTP 1.1 settings
>> ☑ Use HTTP 1.1
>> ☐ Use HTTP 1.1 through proxy connections
> Java (Sun)
>> ☐ Use Java 2 v1.4.2_02 for <applet> (requires restart)
> Microsoft VM
>> ☑ Java console enabled (requires restart)
>> ☑ Java logging enabled
>> ☑ JIT compiler for virtual machine enabled (requires restart)
> Multimedia

If the Java [Sun] box is checked it needs to be unchecked when you use this application. If all 3 boxes under Microsoft VM are NOT checked, they will need to be checked. You can alter the check boxes by clicking on the items so that they look like the display above. Accept all changes and close the browser.

I always wait a long time before I see the login screen

Because MVS Express needs access to your Temporary Internet Files folder the "Empty Temporary Internet Files folder when browsing is closed" must not be checked or enabled. To validate this, you must open your Browser, click on "Tools", "Internet Options" and then

> MDT Intranet - Home Page - Microsoft Internet Explorer
>
> File   Edit   View   Favorites   Tools   Help
>
> Back
>
> Mail and News   ▶
> Synchronize...
>
> Windows Messenger
> Show Related Links
> Sun Java Console
>
> Internet Options...

click on the "Advanced" tab and then scroll down to the Security section and ensure that the "Empty Temporary Internet Files folder when browsing is closed" is NOT checked or enabled.

> 🔒 Security
>> ☑ Check for publisher's certificate revocation
>> ☐ Check for server certificate revocation (requires restart)
>> ☐ Check for signatures on downloaded programs
>> ☐ Do not save encrypted pages to disk
>> ☐ Empty Temporary Internet Files folder when browser is closed

**Why Didn't I Get Connected The First Time I Tried?**

Our experience so far has shown the most common problem relates to an incompatibility between the Microsoft version of JAVA and SUN's version of JAVA. Please review the **The MVS Express screen displays, but never takes me to the log-on screen** response to determine whether or not this may be your issue. The version of our software was developed around Microsoft's JAVA. If you have a need

for SUN JAVA for other applications you are already running on your PC it is recommended you wait until there is a solution to SUN JAVA for our application.

My Permit or Report Won't Print

1. If you have Microsoft XP Operating System with Service pack 2 (SP2) there will most likely be a problem with Pop-up Blocker. [Review what operating system you wrote down in Item #3 under Recommended Computing Requirements to determine if that is the case.] Pop-up Blocker will need to be disabled while using this application. To disable Pop-up Blocker, you must again open your Browser, click on "Tools", "Internet Options" and then click on the "Privacy" tab".

The Pop-up Blocker section is displayed at the bottom of this screen. If the "Block pop-ups" box is checked, click on the box to uncheck it. Click on the "Apply" button and then the "OK" button.
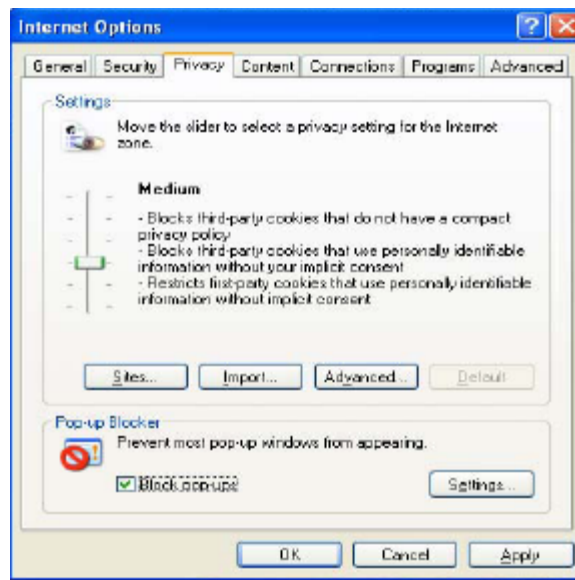

Please note that if the Pop-up Blocker is enabled due to your ISP (Internet Service Provider) or another off the shelf security system such as McAfee or Norton, you would need to work with either the ISP or the software security vendor for instructions on how to disable the Pop-up Blocker feature.

2. While on the Internet Options Privacy tab, make sure that your privacy setting is at Medium or less.

3. If you have any foreign toolbars, such as Yahoo or Goggle, this may cause problems with the way that this program runs. You may need to delete the toolbar.

4. A message on the system indicates an invalid user id is received when trying to print or pay for a permit. This is caused by the system not recognizing your password. To eliminate this issue, you must close out of the system and log back in with your new password. Yes, you may lose your current permit information, be sure to save your permit before proceeding to the payment screen. To ensure that this doesn't happen in the future, whenever you change your password in the system, log out and back in with the new password before conducting any business within the system.

5. Reuse Windows for launching shortcuts needs to be unchecked. To find this, go to the "internet options" and then to the "advanced tab" scrolling part way down.
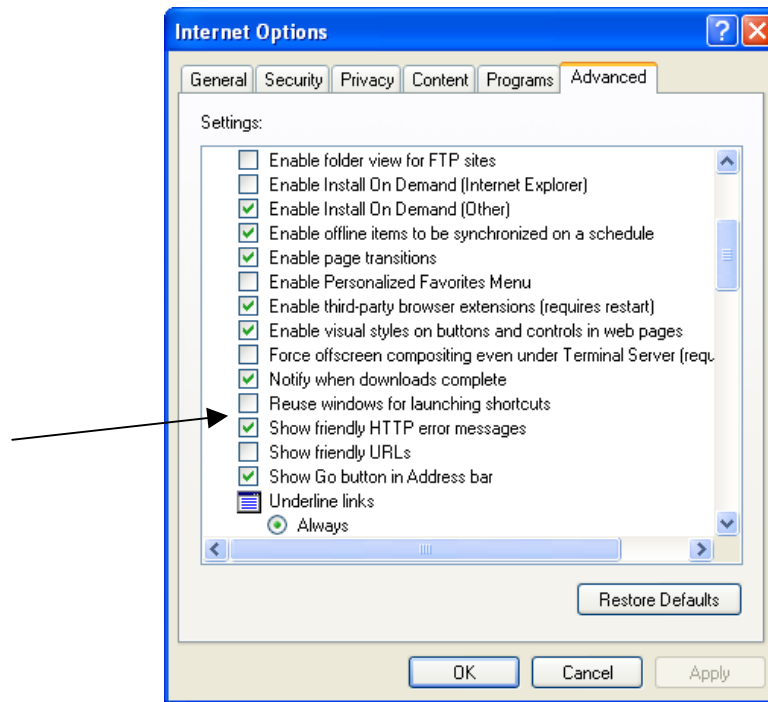
I Can't See The Full Permit Screen – The screen is either too big or too small.

In order for information to properly display, it is recommended that the pixel setting for your screen be set at least at 800 x 600 pixels. To validate this, go to Start, Settings, Control Panel.
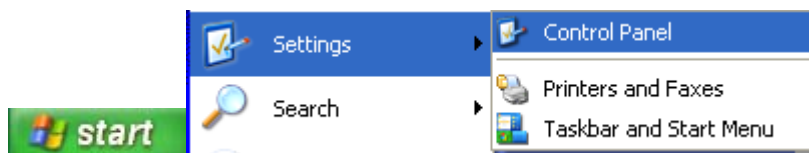
NOTE: If you do not have a "Settings" option, go right to Control Panel from the Start menu.

From the "Control Panel" screen, choose "Display" and then the "Settings" tab. This will identify the pixels. You can slide the bar under screen resolution until you are at least at 800 x 600. If you are set at a higher resolution, that will be fine.
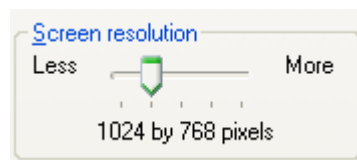
Communications - What Is The Response Time For This System?

The answer is multi-fold. It is heavily influenced by the speed of your Internet connection.

1. The best response times come from an Internet connection using a 56kb modem or better that results in the actual connect speed being 56kb or better. DSL and Cable modems have performed very well.

2. The first time a connection is made to the application, a Java applet is downloaded to your PC that allows the forms to display. This file is a little over one megabyte in size. How fast it will download depends

mostly on how fast your connection to the Internet is, the faster the better. Then the applet installs itself. There is an option to "always trust Oracle" that should be checked before clicking OK. If you don't, the applet will uninstall at the end of your session and it will have to download again the next time you connect.

3. Each MVS Express application uses between 15K and 25K of bandwidth. Application performance over the Internet is subject to the type and speed of the Internet Connection and Carrier ISP (Internet Service Provider).

> **I experience long delays when I keypunch information before being able to view the information on the screen.**

4. If satellite communications are used, application performance is subject to the speed of the satellite communications link. All MVS Express applications have been tested with a 56K (dial-up) connection.   Our experience has shown that users using a satellite connection to the Internet see long delays in response due to satellite latency.

Can I Self-Issue All Of My Trip, Term And GVW Permits?

You will be able to issue GVW fees, custom combine, term permits and basic trip permits.

Can I Get Assistance If I Need It?

Yes. At present a phone number you may call is included in the information packet you will receive once you apply. There is a tutorial demonstration on the CD that comes with the packet that is very good. Also, the written instructions in the packet are very helpful. Please read them.   MDT Contact information is provided in the contacts section of this document.

I Can't Pay – Password Issue

A message on the system indicates an invalid user id is received when trying to pay for a permit. This is caused by the system not recognizing your password. To eliminate this issue, you must close out of the system and log back in with your new password. Yes, you may lose your current permit information, be sure to save your permit before proceeding to the payment screen. To ensure that this doesn't happen in the future, whenever you change your password in the system, log out and back in with the new password before conducting any business within the system.

Things to be Aware Of

1. When you access MVS Express at www.mvs-e-systems.com, the application will install an 800k (approximate) file "f90all.cab" in your "Temporary Internet Files folder.

2. The first time you use MVS Express you will need to accept an Oracle certificate so that the JAVA applet that needs to be on your machine to run the application will not have to install every time you want to access MVS Express. Be sure and check the box that states "Always trust content from Oracle Corporation" so that it will install correctly.

3. In order for the information to be passed back and forth from the application, Motor Carriers with networks and firewalls must allow IP access to www.mvs-e-systems.com (production 208.193.129.145/mvsxpr.htm)

CONTACTS – Permitting System

If you find that you need to change any account information, have a route added or the permit you are issuing requires an override, please contact MCS Helena headquarters at 406.444.7262 between 8:00 AM and 5:00 PM Monday through Friday, or any MCS weigh station if you require assistance after office hours or on the weekend (except holidays).

If you experience a technical problem that is directly related to computer hardware and is not a permit override, etc., please contact Butch Paquin at 406.444.6403 between the hours of 8:00 am and 5:00 pm, Monday through Friday (except holidays).